

VIRGINIA DEPARTMENT OF SOCIAL SERVICES
Virginia Office of Newcomer Services



Announces

A Request for Proposals (RFP)

For Funding Under the

Virginia Refugee Resettlement Program

RFP NUMBER:	CVS-07-068
ISSUE DATE:	July 6, 2007
TITLE:	Virginia Refugee Resettlement Program (VRRP)
COMMODITY CODE:	952-75
LOCATION:	Statewide
INITIAL CONTRACT PERIOD:	October 1, 2007 to September 30, 2008
PROPOSAL DUE DATE AND TIME:	August 17, 2007 - 4:00 p.m.
ISSUING AGENCY:	Commonwealth of Virginia Department of Social Services Office of Newcomer Services – 3 rd Floor 7 North Eighth Street Richmond, Virginia 23219-3301

Sealed Proposals will be received until August 17, 2007 at 4:00 p.m.

Proposals received after the deadline will be returned without consideration.

Send by U.S. mail or private mail carrier or hand-deliver directly to:

VDSS - Office of Newcomer Services
ATTN: Dianne L. Mallory
7 North Eighth Street - 3rd Floor
Richmond, VA 23219-3301

A **MANDATORY** pre-proposal conference will be held on **Monday, July 23, 2007 at 10:00 a.m.** in the Vault Level – B conference room at the Virginia Department of Social Services (VDSS) located at 7 North 8th Street; Richmond, Virginia 23219. Proposals will not be accepted by offerors who do not attend this mandatory pre-proposal conference.

This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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SECTION 1 PURPOSE

This Request for Proposals (RFP) solicits proposals from public and private non-profit, incorporated agencies and organizations in Virginia to provide employment services and employment support services through a continuum of comprehensive and integrative resettlement services to refugees and others eligible for services through the Virginia Refugee Resettlement Program. This Request for Proposals is for Refugee Social Services (RSS) and the Targeted Assistance Program (TAP).

SECTION 2 BACKGROUND

The Virginia Refugee Resettlement Program (VRRP) is a federally funded program administered by the Office of Newcomer Services, which is within the Virginia Department of Social Services. At the federal level, the program is carried out under the authority of the Immigration and Naturalization Act, Title IV, Chapter 2, and the Refugee Act of 1980 (P.L. 96-212). Services provided through Virginia's Refugee Resettlement Program (VRRP) are specified under the Code of Federal Regulations (CFR) 45: Part 400 – *Refugee Resettlement Program* and Part 401 – *Cuban/Haitian Entrant Program*. Virginia Refugee Resettlement program requirements are based on federal program goals of refugee self-sufficiency as soon as possible after arrival and integration into the communities in which refugees arrive.

The Virginia Refugee Resettlement Program serves individuals who have an official designation from the Department of State, Department of Homeland Security, or Office of Refugee Resettlement of: refugee, asylee, Cuban/Haitian entrant, Amerasian, unaccompanied refugee minor, and victim of human trafficking and/or torture. Refugees sometimes join family members who were previously resettled in the U.S. These are called family reunifications cases or anchor relative cases. Those without family sponsors are called free cases.

Most refugees newly arrived in the United States are resettled by one of the national voluntary agencies (VOLAGs) that work with the federal government. These VOLAGs have local affiliates who receive federal funding from the Department of State through the Reception and Placement (R&P) Program. The R&P Program covers initial resettlement costs including providing shelter and food; providing clothing and pocket money; providing assistance in finding employment, and enrolling children in school, and covering health screenings. The VOLAGs also assist with the less tangible but equally important aspect of resettlement – the adjustment to a new culture and way of life, including basic activities like shopping, banking and using mass transit.

Subsequent to Reception and Placement, some VOLAGs receive federal funds for a program called the Matching Grant (MG) Program. The purpose of the Matching Grant Program is to help eligible clients attain self-sufficiency within 120 to 180 days after date of eligibility for Matching Grant services, without accessing public cash assistance. Employment services are provided to employable adult clients based on the client's skills and needs. Although this program is not administered by ONS, the Matching Grant Program is part of the overall resettlement program in Virginia. As such, the State Refugee Coordinator has overall responsibility to ensure an effective continuum of resettlement services in Virginia.

Once employment is obtained, the local affiliate and the sponsor assist the refugee in locating permanent housing, enrolling in English language training, and helping the refugee in fully integrating into the community. The local affiliate's responsibility for managing resettlement is the same whether they are assisted by local sponsors, anchor relatives, or are free cases.

Proficiency in English is an integral part of successful integration into the communities in which refugees reside. It increases their chances of employment advancements and it is necessary for them to access needed community resources.

Successful resettlement is not defined solely by obtaining employment. Successful resettlement requires that the physical and emotional health of the individuals and family are functioning in a positive way. Resettlement is a continuum of services from initial resettlement activities to employment to integration that allows the refugees full access to community services.

The Office of Newcomer Services' guiding principle is that refugees are best served by a community-based system of care that is comprehensive, coordinated, planful, and responsive to the strengths and needs of refugees and their families. Its expectation is that the service providers that receive ONS funding will promote effective, cohesive, and comprehensive resettlement. The Office of Newcomer resettlement model is based on the following principles:

- Early employment promotes refugee economic self sufficiency that increases over time and is durable.
- Refugee service delivery is a continuum of services that leads to integration into the community and to citizenship.
- Successful integration is the result of coalitions that link refugee service providers, public and private community service providers, and refugees.

Central to refugee service delivery in Virginia is a comprehensive and integrative approach to resettlement. This is accomplished through the ONS-Comprehensive Resettlement Plan (CRP), or a comparable alternative, which contains the foundational plan for successful resettlement of each refugee household. **(See page 30)**

The funding source is the federal Office of Refugee Resettlement. The total amount of funds available under this RFP is \$2,000,000 in the two categories of:

<u>Category</u>	<u>Amount</u>
1. Refugee Social Services (RSS)	1,400,000.00
2. Targeted Assistance Program (TAP)	600,000.00
TOTAL	\$ 2,000,000.00

The federal Office of Refugee Resettlement (ORR) awards Refugee Social Services (RSS) Program funds to states based on three-year arrival data. Virginia deploys RSS funds to Virginia communities in a similar manner.

The federal Office of Refugee Resettlement also provides grants to States for activities that supplement or complement the existing employment and other related services aimed at strengthening refugee families and promoting self-sufficiency. These are called the Targeted Assistance Program (TAP) grants. TAP grants are formula allocated funding to localities in States where there are 1) unusually large refugee populations (including secondary migrants), 2) high refugee concentrations, and 3) high use of public assistance by refugees. Virginia localities eligible for TAP funds are:

- Greater Richmond: \$240,000
- Counties of Arlington and Fairfax; and cities of Alexandria, Falls Church and Fairfax \$360,000

PERIOD OF THE CONTRACT

The initial contract period

shall be the federal fiscal year (FFY) 2008 beginning October 1, 2007 through September 30, 2008. Grants awarded as a result of this RFP may be renewed annually for four additional federal fiscal years, subject to the availability of funds and performance of the contractor.

SECTION 3 STATEMENT OF NEEDS

U.S. and state governments give refugees the safety and security that American law provides. Resettlement offices, through their Reception and Placement Programs, provide newly arrived refugees with housing, food and orientation to life in America. From the first day of arrival, refugees must begin to adjust to American culture and begin to understand and access the services in communities in which they live. Successful resettlement does not end with employment.

Early employment leads to economic self-sufficiency for the family and is necessary to the refugees' integration into the communities in which they resettle. The provision of employment services is a key component in the resettlement process, but employment alone does not lead to successful resettlement. Successful resettlement requires a comprehensive approach that follows the ONS model of refugee resettlement.

Offerors' must demonstrate that they will provide employment services, English language training, and employment support services as part of a comprehensive case management approach to refugees' integration in the communities in which they reside.

Proposals for funding under this Request for Proposals (RFP) must:

- describe and demonstrate how (1) employment, (2) English language training, and (3) employment support services will be delivered in a comprehensive manner;
- describe how the ONS Comprehensive Resettlement Plan or a **comparable** alternative will be part of the case management process and how case management will be used to accomplish comprehensive resettlement;
- demonstrate that the offeror behaves in a professional manner that is sensitive to cultural, linguistic, religious, and class differences
- demonstrate the offeror's relationship and collaboration with community service providers;
- describe how family challenges will be handled to avoid a breakdown in the integration process

One primary need this Request for Proposal (RFP) meets is the provision of employment services and employment support services that lead to employment as soon as possible after the eligible individual enters the offeror's caseload. Early employment leads to economic self-sufficiency for the family and increases the refugee's early integration into the community.

ONS seeks proposals from offerors qualified to provide employment services and employment support services to refugee populations. These services must be provided in a manner that will lead to immediate employment and economic self-sufficiency. Employment services and employment support services are important aspects to comprehensive resettlement, which will lead to full integration into Virginia's communities.

3.1 Eligible Populations To Be Served

Persons to be served must be in one of the following eligible population groups. Unless otherwise specified, when the term “refugee” is used, the term covers all of the eligible groups listed below:

Eligible individuals must be in one of the “Service Priorities” described in **Section 3.3** of this document.

Employment and employment support services may be provided for up to five years from the date of their eligibility for refugee services.

- *Refugees* - A refugee is a person who is outside his/her country of origin because of a well-founded fear of persecution due to race, religion, nationality, political opinion, or membership in a social group. Eligible participants hold the legal immigration status of a refugee, which is granted before their arrival in the United States.
- *Asylees* – An asylee is a person who is in the U.S. or at a border and demonstrates that he/she qualifies under the “refugee” definition. Asylees do not enter the United States with the legal status of “refugee,” but rather apply for asylum after they have arrived. Once the individual has been granted asylum, he/she is eligible for all services and support offered by the Virginia Refugee Resettlement Program (VRRP).
- *Cuban and Haitian Entrants* – Included under this definition are:
 1. Persons from Cuba or Haiti who have applied for asylum;
 2. Individuals granted parole status as a Cuban/Haitian Entrant (status pending) or granted any other special status subsequently established under the immigration laws for nationals of Cuba or Haiti, regardless of the status of the individual at the time assistance or services are provided; and
 3. Other nationals of Cuba or Haiti who (i) were paroled into the United States and have not acquired any other status under the Immigration and Nationality Act or have an application for asylum pending, and (ii) do not have a final, non-appealable, and legally enforceable order of deportation or exclusion have entered against them.
- *Amerasians* - An Amerasian is a person of American and Asian descent, especially one whose mother is Asian and whose father is American. Certain Amerasians from Vietnam are admitted to the United States as immigrants under the provisions of P.L. 100-202 (and the amendments to it in P.L. 100-461, P.L. 101-167, P.L. 101-513, and P.L. 101-649) and are eligible for the Refugee Resettlement Program. Basically, these are individuals born in Vietnam after January 1, 1962, and before January 1, 1976, who were fathered by U.S. citizens. The eligible Amerasian’s spouse, children, and parents or guardians, when they arrive with him/her in the United States, also qualify for the program.
- *Certain Lawful Permanent Residents* - Persons who currently hold the immigration status of permanent resident alien and who previously held one of the statuses listed above are also eligible to receive the services of the Virginia Refugee Resettlement Program.
- *Victims of Trafficking and Torture* – Public Law, No. 106-386, Div. A, 114 Stat.1464 (2000), The Trafficking Victims Protection Act, established that victims of severe forms of trafficking are eligible for benefits and services to the same extent as refugees.

Refugee Social Services (RSS) and Targeted Assistance Program (TAP)

3.2 Description of Needed Services

The offeror must demonstrate a high-level capacity to provide services that lead to the refugee's economic self sufficiency as quickly as possible after enrollment in its program.

There are four categories of services allowable under this funding:

- a. Case management
- b. Employment services
- c. English language training (ELT)
- d. Employment support services

3.2A: Case Management Services

The offerors must describe the delivery the required case management services below:

1. Developing an *ONS - Comprehensive Resettlement Plan (CRP)* (**See Page 30**) for all members of the refugee family or a **comparable** alternative to the ONS - CRP
2. Pre-employment services
3. Arranging English language training
4. Providing support services when needed
5. Linking refugee family members with needed community services
6. Referring families experiencing dysfunction to appropriate community resources

3.2B: Employment Services

The offeror must describe delivery of the employment services listed below to each refugee over the age of 19 and refugees between the ages of 16 and 19 who are not in school. Offerors must describe their experiences and ability to provide these services.

1. Development of an individual employability plan for each client, which (i) states employment goals; (ii) details the tasks and time frames to be taken both by the refugee and by the offeror to meet that those goals; and (iii) identifies known obstacles to immediate employment and the strategies to remove these obstacles. (The individual employability plan is part of the *ONS- Comprehensive Resettlement Plan* that starts on **Page 34** of this document)
2. Pre-employment and post employment counseling, coaching, and mentoring to assist the refugee in obtaining and maintaining employment and obtaining salary increases and job upgrades
3. Job referral, job search, job placement, and follow-up assistance
4. Workplace orientation, which is a formalized written curriculum that includes rules and expectations of the American workplace compared to refugee's work experiences in other countries
5. Job development, which is direct employer contacts by offeror staff for the purpose of finding jobs for refugees who need direct assistance in obtaining and maintaining employment consistent with their abilities, skills, and experience in the U.S. labor market
6. On-the-job training, which is working for an employer who provides training at the workplace on how to perform the work required and being paid a wage for the work done

7. Apprenticeship and skills recertification that does not exceed one year's duration
8. Aptitude assessment and employment skills testing, when necessary

3.2C. Employment Support Services

The offeror must describe the delivery of the employment support services listed below to each refugee over the age of 19 and refugees between the ages of 16 and 19 who are not in school.

1. Vocational or career training that is part of the individual employment plan and does not interfere with employment and does not exceed one year
2. Transportation related to an employment activity, which can be either a direct or purchased services
3. Child care related to employment activities which can be either direct or purchased services
4. Translation and interpreter services related to employment or case management services

3.2D. English Language Training

The offeror must describe English language training that is provided concurrently and does not interfere with employment and is *one or more* of the following:

1. Curriculum based instruction and taught by certified trainers
2. Provided to increase employability skills or prepare refugees for citizenship process
3. Provided individually, in groups, or on-line
4. Provided directly or purchased

3.3: Service Priorities

The offeror must deliver services in the following priority order:

1. All newly arriving refugees who have been in the United States for one year or less who apply for services
2. Refugees on cash assistance (RCA), as well as refugees who are recipients of Temporary Assistance to Needy Families (TANF)
3. Unemployed refugees not on cash assistance
4. Employed refugees in need of services to retain employment, to attain job upgrade, or to attain economic independence

Eligible refugee populations, who meet the "Service Priorities" described in items 2, 3, and 4, are eligible for employment and employment support services for up to five years from the date of their eligibility for refugee services.

3.4: Service Delivery

Proposals must ensure that proposed programs will provide women the same opportunities as men to participate in all services funded under RSS and TAP.

3.5 Performance Measures and Standards

All proposed services to be delivered through this RFP are subject to outcomes and performance measures. If the offeror is awarded funds, all outcomes proposed by the offeror are subject to negotiation with ONS before funds are awarded.

A. Measures for Refugee Social Services and Targeted Assistance Program Social Services

There are six federally mandated outcome goals for the provision of Refugee Social Services and Target Assistance Program Social Services, as follows:

1. Number of employment placements
2. Number of cash assistance terminations due to earnings
3. Number of cash assistance reductions due to earnings
4. Average hourly wage at job placement
5. Number of employment placements at 90 days
6. Number of employment placements offering health benefits

There are two Virginia goals for the provision of English Language Training (ELT):

7. Number of refugees enrolled in employment services that are actively enrolled in any English Language Training, whether classroom-based, self-guided or lab-based, or through tutoring
8. Number of refugees enrolled in employment services that are actively enrolled in English as a Second Language (ESL) curriculum courses

Offerors must state which ELT services they will provide directly and/or will purchase.

Performance Standards

The following are minimum performance standards for RSS and TAP and English Language Training for the initial contract period, October 1, 2007 to September 30, 2008:

		<i>Northern VA Differential</i>
<i>Refugee Social Services (RSS)</i>		
a. Initial job placements as percent of employment services caseload	85%	
b. Average hourly wage at job placement	\$8.35/hour	\$9.15
c. Employment retentions (Equals the percentage of refugees placed in jobs who are employed after 90 days.)	85 %	
d. Entered Employment w/Health Benefits (Equals the percentage of job placements that include health benefits.)	85 %	
<i>Targeted Assistance Program (TAP)</i>		
a. Initial job placements as percent of employment services caseload	85 %	
b. Average hourly wage at job placement	\$8.25/hour	\$9.05
c. Employment retentions (Equals the percentage of refugees placed in jobs who are employed after 90 days.)	80 %	
d. Entered Employment w/Health Benefits (Equals the percentage of job placements that include health benefits.)	80 %	
<i>English Language Training</i>		
1. Percentage of refugees active in any ELT service that are active for at least 90 days	75%	
2. Percentage of refugees active in class-based (ESL) that successfully complete a minimum of one level of ESL	75%	

Offerors must submit projected performance target levels for each performance standard stated above using the forms provided for this RFP. **(See Pages 22-23)** Offerors submitting proposals for both RSS and TAP must submit separate forms for projected program performance targets for RSS and TAP.

3.6 Office of Newcomer Services Comprehensive Resettlement Plan (ONS-CRP)

The ONS-CRP is a tool that documents a holistic and comprehensive approach to refugee resettlement. Contractors are expected to utilize the ONS-CRP or to provide a **comparable** alternative that addresses all components in the ONS-CRP.

Activity

Develop and update the ONS-CRP or a **comparable** alternative

Responsible Staff

Caseworkers

Output

- a. 100% of arriving refugees, includes all eligible populations, will have an ONS-CRP or a **comparable** alternative
- b. 1st review with client at 180 days; subsequent reviews at 180 day intervals
- c. Monthly internal review of client's ONS-CRP by appropriate caseworkers

Outcomes Expected

1. RSS and TAP clients will be involved in the development of their ONS-CRP
2. ONS will see a reduction in the number of difficult cases

3.7 Disaster Preparedness

Federal rules require that all persons served with refugee resettlement funding be included in pandemic influenza emergency planning. ONS has expanded this rule to include other disasters. Offerors must include the following information regarding their ability to assist refugee populations during a natural or man-made disaster:

1. A description of how the offeror is connected with disaster response planning at the local level
2. A description of how the offeror is ensuring that refugee populations' will be instructed on disaster preparedness and will have access to information and health services during a disaster
3. A description of how services to refugee populations will be provided if staffs are unable to function in their case management capacity
4. A description of how decisions will be made in the event that the director and supervisors are unable to function in their management capacity
5. A description of how ONS will be informed of critical issues during a disaster

3.8 Matching Grant (MG) Program Information

The federal Office of Refugee Resettlement (ORR) Matching Grant (MG) Program is an alternative to public assistance programs. The program helps eligible refugees attain self-sufficiency up to 120 - 180 days from the date of arrival or date of asylee determination, and ORR requires local affiliates to inform the State Refugee Coordinator of the agency's participation in the MG Program.¹

As a condition of receiving funding under the Refugee Social Services and Targeted Assistance Program grants, those offerors who receive MG Program funds must include the following information with this proposal:

1. a copy of the most recent Matching Grant plan submitted to Bureau of Population, Refugees and Migration;
2. the number of refugees expected to participate in the program during the MG period;
3. the services to be provided under the MG Program;
4. the name of the MG Program contact person;
5. an explanation of how refugees are initially assigned MG, RSS, or TAP
6. an explanation of when and for what services MG participants are reassigned to RSS and TAP

¹ "The Matching Grant program is part of the overall resettlement program in the State. Therefore, local affiliates which participate in the program must inform the State Refugee Coordinator of the agency's participation in the Matching Grant Program."¹ Source: *ORR Matching Grant CY2007 Program Guidelines*; Section IV – Coordination.

SECTION 4 PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS

4.1. General Instructions

1. RFP Response: Public and private non-profit incorporated agencies or organizations located in Virginia are eligible to apply for these funds. In order to be considered for selection, offerors must submit a complete response to this RFP.
2. Submission: **The Request for Proposals (RFP) Compliance Cover form (See Page 21) must be the proposal cover page. Submit one (1) original proposal and (8) copies of the original proposal to the Virginia Department of Social Services with an original signature of the offeror's authorized representative on EACH proposal -- the one original and the 8 copies. The original proposal shall be so marked.** No other distribution of the proposal shall be made by the offeror.
3. Proposal Preparation
 - a. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
 - b. Proposals shall be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content. The proposal must be organized as follows:
 - RFP Compliance Cover form – proposal cover page
 - Table of Contents
 - Executive Summary
 - Summary of Past Accomplishments
 - Description of Proposed Program
 - Program Evaluation
 - Proposed Budget
 - Required Attachments
 - c. The entire proposal must be in a three-ring binder that does not exceed 1½ inches in width. Proposal formatting requirements:
 - Font size: 12-point font
 - Font style: Arial
 - Line spacing: Double spaced
 - Paper size: 8.5" by 11" paper
 - Pages: Single-sided
 - Margins: 1-inch - left, right, top and bottom
 - Page numbering: Right; bottom of each page

The proposed program narrative must not exceed 20 pages. Attachments must not exceed 20 pages. All pages of the proposal must be numbered sequentially including attachment pages. Do not include books, videotapes, or brochures.

- d. Ownership of all data, materials, and documentation originated and prepared for the State pursuant to the RFP shall belong exclusively to the State and be subject to public inspection

in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by an offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act*; however, the offeror must invoke the protections of § 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.

4. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the State agency. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The issuing agency will schedule the time and location of these presentations. Oral presentations are an option of the purchasing agency and may or may not be conducted.

4.2 Specific Proposal Instructions

Proposals should be thorough, clear and logical so that the Virginia Department of Social Services may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following items as a complete proposal in the order listed:

1. The *Request for Proposals Compliance Cover sheet* (See **Page 21**) **must be** the cover page of all submitted proposals – originals and copies. This form must have the **original signature** (in ink) of the offeror's authorized representative. **The offeror is responsible for reviewing the entire RFP to ensure that all requirements of the RFP are complete.**
2. A **Table of Contents** page in the proposal with headings titles and sequential page numbering of the proposal, including attachments. The Table of Contents page is not included in the page number limitation.
3. ***Proposal Narrative Contents***
Offerors must propose a well-designed program plan with a clear and compelling justification for the requested funds. The narrative must include the following:
 - a. ***Executive Summary – Organizational Capacity***
Provide a one page overview of the proposed program, the organization's ability to carry out the proposed program, anticipated results, and the current and projected issues in refugee resettlement in Virginia. The *Executive Summary* is not included in the page number limitation.
 - b. ***Summary of Past Accomplishments – Organizational Capacity***
If the organization currently receives ONS funds, provide a clear description of the accomplishments achieved to date in relation to the performance measures required by the grant that covers the current cycle.
 - c. ***Description of Proposed Program - Need for Services Proposed***
Provide a **service plan** that is clear, concise, and gives evidence that it is thought out and well planned. Enough detail should be included to provide a picture of what

services are proposed and what service strategies and approaches will be used. The plan must be consistent with the service priorities stated in this RFP.

The service plan must describe the methods by which the offeror documents and manages service delivery. The offeror must demonstrate community relationships and links to organizations that are part of a continuum of resettlement services that support and leads to a comprehensive approach to resettlement.

The service plan must establish a direct relationship between the services to be offered and justification for the staff identified in the offeror's proposal.

Offerors must describe how client and program data is currently collected and managed. All offerors awarded funds will be linked to the Virginia Newcomer Information System (VNIS), a statewide computer-based refugee data management system. Each offeror must demonstrate that it has the computer and staffing capacity to be part of VNIS.

Describe any volunteer support required in the delivery of services, and an overview of how the volunteers are managed.

The proposed program must show that the offeror's staff reflects the ethnic background of the population served. Offerors should also describe how they balance the expertise of current staff with new staff hired to serve newly arriving refugee groups, and provide a list of all staff positions, documenting their experience, bilingual and bicultural capabilities, and educational qualifications.

Proposed programs must demonstrate that formal arrangements between the service providers and the local departments of social services are in place and in operation to ensure that refugees who are enrolled in TANF are referred to the resettlement provider for employment services and are subject to case management that is a workable arrangement among the two entities. The working arrangement must include a method for recovery of TANF case information sufficient for reporting to ONS. Proposals should provide any documents (e.g., letters, MOU's) that indicate these relationships.

Proposed programs must provide evidence of linkage with local health care providers who can assist in meeting the health needs of refugees, particularly those refugees who would not otherwise be able to become self-sufficient.

d. Program Evaluation

Each offeror must describe procedures for routinely and thoroughly assessing proposed program performance.

Each offeror must include an evaluation plan that indicates how the service provider will determine the degree of success of the proposed service plan. This evaluation plan will be consistent with the performance measures used, and should include the following:

1. Staff performance assessment
2. Method for analyzing results that must include such elements as surveys and focus groups for refugee clients, employers, volunteers and an overall description of internal monitoring activities; and
3. Tools used to evaluate the efficacy of the services

4. Proposed Budget

Complete the following forms: a. *Budget Summary – DSS Funds (See Page 25)*; b. *Budget Detail – Salaries and Employee Benefits (See Page 26)*; and *Budget – Other Proposed Expenses (See Pages 27-28)*. Provide justification for all proposed staff positions. If funds

are being requested for salaries, describe what is included in employee benefits. Funds cannot be used to supplant existing funds.

All expenses included in the proposal must be allowable under federal and state regulations, must be reasonable and necessary, and apply directly to the program.

5. *Required Attachments*

- a. Agency organizational chart
- b. Letter(s) of Support and Interagency Agreements - Letters must be attached demonstrating that the proposal will have the support and cooperation of other agencies in the community. If the project is dependent on another agency for successful implementation, a letter from the other agency specifying the nature and extent of the agreement (i.e. documenting the types of support or services that will be provided) must be submitted
- c. Job descriptions for the specific position(s), both paid and volunteer, responsible for the project implementation must be attached
- d. Copy of the offeror's confidentiality policy must be submitted by each offeror providing direct services
- e. The *Program Assurances Statement (See Page 51)*
- f. Signature page for *Federal Assurances and Certifications (See Page 58) – SIGNATURE REQUIRED*
- g. Completed *W-9 Request for Taxpayer Identification Number(s) and Certification – SIGNATURE REQUIRED (See Page 59)*
- h. If the offeror agency is a private non-profit agency, the following is required at the time the proposal is submitted:
 - i) A copy of the offeror's Certificate of Incorporation or Certificate of Authority from the State Corporation Commission;
 - ii) A copy of IRS form(s) certifying that the offeror organization is exempted from federal income tax payment under Section 501(c)(3) of the IRS code;
 - iii) The 2007-2008 fiscal year's proposed operating budget for the offeror and a statement of estimated actual costs for the previous 2006-2007 year, including a listing of the sources of funding for both budgets (i.e. **Statement of Revenues and Expenditures**);
 - iv) List of the current members of the Board of Directors of the offeror's agency

SECTION 5 EVALUATION AND AWARD CRITERIA

A review Committee consisting of local community members and Department staff shall review proposals. The review committee will submit recommendations for funding to the State Refugee Coordinator.

To be considered for funding, proposals must first meet the stated objectives of the RFP as specified in Section 3, *Statement of Need*. Proposals must meet all requirements as outlined in Section 4, *Proposal Preparation and Submission Instructions*, of this RFP.

Proposals shall be evaluated using the following criteria:

1. Description of Offeror Demonstrates Capability to Carry Out Proposed Project (25 points)

- a. Description of the purpose and goals of the agency
- b. Provision of a current organizational chart (included as an attachment)
- c. Explanation of the state of refugee resettlement in Virginia and beyond
- d. Adequacy of past performance of agency, staff, and volunteers
- e. Adequacy of agency programs, activities, staffing and organizational structure to support proposed project
- f. Description of other programs that serves other populations besides refugees, if applicable
- g. Explanation that demonstrates ability to maintain records and provide fiscal accountability
- h. Specification and description of proposed geographic service area(s)
- i. Explanation on the effective use of community services and resources
- j. Provision of letters of support that exhibit confidence in the offeror's capacity to carry out the proposed program
- k. Provision of memorandums of understanding and partnership agreements

2. Need for Services Established (15 points)

- a. Description that clearly defines the problem and population(s) to be served
- b. Description of program impact for the community and targeted population
- c. Identification of existing resources and ensures unnecessary duplication
- d. Specification of whether this is a new or on-going program
- e. Description of past funding and program accomplishments, if program is ongoing
- f. Documentation of linkages and involvement in the refugee service community

3. Description of Proposed Program (30 points)

Proposals shall:

- a. Describe service priorities and targeted performance goals that are consistent with goals and objectives set forth in Section 3, *Statement of Need*
- b. Describe the congruence between all proposal components including the service plan, activities/goals, budget, and other required attachments
- c. Demonstrate appropriate planning for the provision of the proposed program
- d. Specify target population and anticipated shifts in current population served
- e. Project the number of clients to be served
- f. Describe current demographic and resettlement characteristics of eligible populations to be served
- g. Describe how the *ONS-CRP* or a **comparable** alternative will be used in the proposed program
- h. Specify who (staff/volunteers) will provide the service and the need for appropriate and qualified personnel to implement project
- i. Specify how volunteers will be recruited and utilized
- j. Specify location of service delivery; describe community characteristics that include level of commitment of the host communities to eligible populations; and describe general resources available

4. Program Evaluation Measures the Degree of Success in Accomplishing Goals and Objectives (15 points)

- a. Describe how the program evaluation measures both quantity and quality of services
- b. Describe how success is measured in accomplishing goals/objectives
- c. Describe the analysis of results
- d. Describe the method for ongoing review during the initial contract period
- e. Describe record-keeping and data collection that are specific and appropriate, including statistics required for quarterly and final reports

5. Budget (15 points)

The budget shall include:

- a. Costs that are reasonable and consistent with proposed activities/services
- b. Costs that are clearly explained with justification for all costs
- c. All sources of funding

SECTION 6 REPORTING REQUIREMENTS

The contractor shall produce the following reports of activities and services:

1. **Quarterly Performance Report (QPR) Narrative and Statistical Reports** shall be made according to the schedule below:

Quarter	Time Period	Due Date*
First Quarter	October 1- December 31	January 31
Second Quarter	January 1- March 31	April 30
Third Quarter	April 1 - June 30	July 31
Fourth Quarter	July 1 - September 30	October 31

*If the due date falls on a Saturday or Sunday, the report is due on the Monday following the due date.

The QPR shall include the following:

- a. Detailed description of activities and an assessment of the progress of the project compared to the activities/goal plan; each goal, objective, and related activities shall be addressed
 - b. As a portion of the QPR, quarterly statistical reports will be generated by the Virginia Newcomer Information System (VNIS). To ensure the accuracy of these reports, each sub-grantee is responsible for and shall reconcile internally generated reports against the VNIS-generated report
 - c. Any gaps in services or barriers to the progress of the project, with proposed solutions
 - d. An explanation of any deviations from the work plan
 - e. Any changes in staffing
 - f. Identification of any particularly successful or unsuccessful project activities or components
 - g. Copies of any materials that have been developed under the contract (Materials produced under this contract must bear a statement that the project was supported by the Virginia Office of Newcomer Services – Virginia Department of Social Services)
2. **A Final Program Report** shall be made to the purchasing agency within **30 days** of the completion of the contract. The final report is a cumulative summary and evaluation of project activities and services over the contract period. It shall be in the same format as quarterly narrative reports and shall include:
 - a. An overall quantitative and qualitative evaluation of the project including an assessment of whether the project's goals and objectives were met
 - b. Any problems or delays that were encountered and how they were resolved
 - c. An assessment of the project's effectiveness and the value to the client/community
 - d. Efforts that have been made to continue the program past the grant period
 - e. Statistical information on clients served
 - f. Copies of any materials that were developed under the contract

3. A document may be required by the purchasing agency for the purpose of disseminating any portions of the project that have been successful in a manner useful to other agencies or organizations in setting up a similar project. The purchasing agency will assist the contractor in determining what information shall be included after receiving the final report.
4. A written report to the purchasing agency which shall be submitted within seven (7) days indicating significant deviations from anticipated progress and/or problems associated with the delivery of services as agreed to by the purchasing agency and the contractor. Such report shall identify the deviations and/or problems, whether anticipated or actual, the effects of such on the performance under this contract, and a proposed plan for resolution.
5. The contractor agrees to provide any additional reports that the Purchasing Agency may request by written notice to the contractor. If, because of extenuating circumstances, a contractor cannot meet a report due date, a request for extension must be submitted in writing to the State Refugee Coordinator prior to the report's due date. In addition to written reports, the contractor will meet with the State Coordinator at least quarterly to review written reports and to discuss areas of concern.

SECTION 7 LIST OF PROPOSAL FORMS

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REQUEST FOR PROPOSALS (RFP) COMPLIANCE COVER SHEET

RFP NUMBER:	CVS-07-068
ISSUE DATE:	July 6, 2007
TITLE:	Virginia Refugee Resettlement Program (VRRP)
COMMODITY CODE:	952-75
LOCATION:	Statewide
INITIAL CONTRACT PERIOD:	October 1, 2007 to September 30, 2008
PROPOSAL DUE DATE AND TIME:	August 17, 2007 - 4:00 p.m.
ISSUING AGENCY:	Commonwealth of Virginia Department of Social Services Office of Newcomer Services – 3 rd Floor 7 North Eighth Street Richmond, Virginia 23219-3301 Attn: Dianne L. Mallory

Sealed proposals for furnishing the services described herein will be received subject to the conditions cited herein until the Proposal Due Date and Time shown above. **PROPOSALS RECEIVED AFTER THAT TIME WILL BE RETURNED WITHOUT CONSIDERATION.** Send or hand deliver all proposals (**not scanned or regenerated pages**) directly to the issuing agency shown above. **DO NOT FAX OR EMAIL.**

In Compliance With This Request For Proposals, As Published By The Department, And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Services Described In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation.

_____ (Name of Organization)	Date: _____
_____ (Street Address)	Authorized By: _____ (ORIGINAL Signature in Ink)
_____ (Street Address)	Name: _____ (Printed or typed)
_____ VA _____ (City) (Zip Code)	Title: _____
	Telephone: _____
	Facsimile #: _____
	E-Mail: _____
FEI/FIN #: _____	

A mandatory pre-proposal conference will be held at 10:00 a.m. Monday, July 23, 2007 at the Virginia Department of Social Services; 7 North 8th Street; Richmond, VA 23219-3301; Vault Level Conference Room - B.

All requests for information should be directed to Dianne L. Mallory at the address above or by telephoning (804) 726-7935.

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

PROJECTED PERFORMANCE GOALS
EMPLOYMENT

NAME OF OFFEROR: _____

PROGRAM: (circle one) **RSS** **TAP**

PERIOD: October 1, 2007 – September 30, 2008

Unduplicated number of persons to be served with
employment services _____

Number of job placements _____

Number of full time job placements _____

Refugee Cash Assistance terminations due to
earnings through job placements _____

Refugee Cash Assistance reductions due to
earnings through job placements _____

Average hourly wage of all job placements _____

Number of jobs in which client placed is still
employed 90 days after placement
(Employment Retention) _____

Number of full time job placements that offer
health benefits within 90 days after employment _____

PROJECTED PERFORMANCE GOALS
ENGLISH LANGUAGE TRAINING

NAME OF OFFEROR: _____

PROGRAM: (circle one) **RSS** **TAP**

PERIOD: October 1, 2007 – September 30, 2008

Number of refugees enrolled in employment services that are actively enrolled in any English Language Training (ELT), whether classroom based, self-guided or lab-based, or through tutoring.

Percent of refugees in employment
services that will be enrolled in ELT services _____

Percent of those enrolled in ELT who will be active
for at least 90 days _____

Number of refugees enrolled in employment services that are actively enrolled in English as a Second Language (ESL) curriculum courses

Percent of refugees taking an ESL course who
will be active for at least 90 days or complete a
defined ESL program or level _____

Explanations:

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BUDGET SUMMARY - DSS FUNDS

OFFEROR NAME _____

Initial Contract Period FROM ____/____/____ TO ____/____/____

BUDGET CATEGORY	RSS PROGRAM COMPONENT	TAP PROGRAM COMPONENT	TOTAL DSS REQUEST
SALARIES			
EMP. BENEFITS			
POSTAGE			
RENT & UTILITIES			
EQUIPMENT			
PRINTING			
CONSUMABLE SUPPLIES			
TRAVEL			
OTHER			
TOTAL REQUESTED FROM DSS			\$

WHAT PERCENT IS THE TOTAL REQUESTED FROM DSS OF THE TOTAL AGENCY/ORGANIZATION BUDGET	_____ %
---	---------

BUDGET DETAIL - SALARIES AND EMPLOYEE BENEFITS

OFFEROR NAME _____

Initial Contract Period FROM ____/____/____ TO ____/____/____ Program: RSS or TAP

SALARIES	HOURS PER WEEK	% OF TIME ON PROJECT	ANNUAL SALARY	AMOUNT REQUESTED FROM DSS
STAFF POSITION or TITLE				
1.				
2.				
3.				
4.				
5.				
6.				
TOTAL SALARIES REQUESTED FROM DSS	-----	-----	-----	

EMPLOYEE BENEFITS

NAME OF BENEFIT	STAFF POSITION (# ABOVE)	% OR RATE	ANNUAL COST	AMOUNT REQUESTED FROM DSS
FICA				
PENSION/RETIREMENT				
HEALTH INSURANCE				
WORKER'S COMPENSATION				
UNEMPLOYMENT				
OTHER (SPECIFY)				
TOTAL EMPLOYEE BENEFITS REQUESTED FROM DSS	-----	-----	-----	

BUDGET - OTHER PROPOSED EXPENSES

OFFEROR NAME _____

Initial Contract Period FROM ____/____/____ TO ____/____/____

LINE ITEM	JUSTIFICATION (How costs were determined)	PROPOSED DSS FUNDS
POSTAGE TOTAL		
Administrative		
Program		
RENT AND UTILITIES TOTAL		
Rent		
Utilities		
Telephone		
EQUIPMENT TOTAL		
Equipment Purchase		
Equipment Rental		
PRINTING TOTAL		
Administrative		
Program		
CONSUMABLE SUPPLIES TOTAL		
Office		
Program		

(continued on next page)

BUDGET - OTHER PROPOSED EXPENSES, continued

OFFEROR NAME _____

Initial Contract Period FROM ____/____/____ TO ____/____/____

LINE ITEM	JUSTIFICATION (How costs were determined)	PROPOSED DSS FUNDS
TRAVEL TOTAL		
Administrative		
Program		
OTHER TOTAL		
Insurance		
Professional Fees		
Client Fund		
Other (specify)		
Other (specify)		
Other (specify)		
Other (specify)		
Other (specify)		
Other (specify)		
Other (specify)		
Other (specify)		
Other (specify)		

TOTAL AMOUNT REQUESTED FROM DSS: \$ _____

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ONS Comprehensive Resettlement Plan (CRP)

Central to refugee service delivery in Virginia is its comprehensive approach to resettlement, which is designed to lead to refugee integration into the communities in which they reside.

Comprehensive resettlement has several stages. To ensure that effective resettlement is being conducted for all refugees served, regardless of the funding source for the services delivered or whether the refugee has an anchor relative or is a secondary migrant, documentation at each stage of comprehensive resettlement is required.

The form which documents the activities involved at each stage of the resettlement process is called the ONS Comprehensive Resettlement Plan or ONS-CRP. Contractors will agree to use this form, or a **comparable** alternative, for all refugees it serves at each stage of resettlement.

All case management must be carried out in accordance with the portion of Title VI of the Civil Rights Act that pertains to persons with limited English proficiency.

The *ONS - Comprehensive Resettlement Plan (CRP)* must include:

- ✓ Date of entry into the U.S. or other applicable date; alien number, nationality and country of origin; demographic data, relationship of family members to the primary client; contact information for primary client and other family members
- ✓ Whether the case is a new arrival or secondary migrant
- ✓ Whether reception and placement was for an anchor relative case or a free case, and, if anchor relative, information about the anchor relative
- ✓ Names of all members of the refugee household
- ✓ Documents showing verification of refugee status
- ✓ Name of the sponsoring family and the responsibilities of the family in the resettlement of the case, where applicable
- ✓ An initial assessment of each refugee member of the case, including employability, English language proficiency, skills re-certification and training needs, and secondary education needs
- ✓ In chronological order, dated progress notes and client and service provider contacts and activities
- ✓ Signature of adult refugees listed in the ONS-CRP initially and as substantive changes are made
- ✓ For employable refugees, job search and job development contacts with employers and the refugee

- ✓ For employed refugees, employment progress contacts, including both contacts with the refugee and with the employer. This documentation would include contacts with employers to find job opportunities for refugees and referrals to job sites
- ✓ Job follow-ups made after job placement at 30, 60, 90-day, and 120 day intervals, including what interventions were needed and what interventions were provided
- ✓ Documentation of training and instruction provided, the type of instruction, the hours in instruction, the name of the institution or group providing the instruction, and the cost per student
- ✓ Documentation of cash assistance, including type of assistance, start date, and end date
- ✓ The names of mentors and volunteers involved with the case
- ✓ Social security number for each household member

Contractors must agree to complete and keep a current *ONS Comprehensive Resettlement Plan* (or develop a **comparable** alternative that mirrors the components of the ONS-CRP) for each refugee individual or family unit to which it provides services, or, alternatively, to describe how the items in the ONS-CRP will be maintained in the resettlement offices' case files.



**Office of Newcomer Services
Comprehensive Resettlement Plan (ONS-CRP)
For the**

Family (or Individual) Name

Contractor Agency Name

EXPLANATION FOR CONTRACT AGENCY

- The ONS-CRP is completed within 30 days of the date the resettlement office begins providing services to a refugee, asylee, Cuban/Haitian entrant, Amerasian, victim of human trafficking or torture.
- The ONS-CRP is an assessment of each individual family member's employability, education, training, work experience, language proficiency, and service needs. It identifies individual and family strengths and lists deficits or barriers that need to be addressed. It includes all members of the family unit because the family's economic self-sufficiency is dependent on employment income and the physical and emotional health and of each individual family member. A cohesive, healthy family unit also helps to ensure sustained self-sufficiency and integration into communities.
- The ONS-CRP identifies current employment, education, and service needs.
- As service delivery continues, the ONS-CRP tracks changes in the family's situation and changing needs.

EXPLANATION FOR THE FAMILY

- The goal of this agency is to help you get a job as soon as possible. Getting a job is the first step to your living independently in your new community.
- This document is how the agency keeps track of its conversations with you.
- It is how the agency keeps track of what you need to get a job right away and what you need to get a different job later on – if that is what you want
- It is how the agency keeps track of the school, English language, social, and health needs of other members of your family.
- We hope that one day you will become a U.S citizen. This is the beginning of your making a plan that will lead to citizenship.

The ONS-CRP has seven separate parts:

- Part 1 Household Members and Demographic Information**
- Part 2 Reception and Placement Information**
- Part 3 Matching Grant Program Information**
- Part 4 Individual Employment Plan - Assessment of employable adults**
- Part 5 Family Member Assessment Plan - Assessment of other family members**
- Part 6 Signatures**
- Part 7 Progress Reviews**

Part 1 Household Members and Demographic Information

Note: Arrival and other demographic information must be entered into the *Virginia Newcomer Information System* for each household member

Name of Primary Applicant or Head of Household

Names of household members

_____	Adult aged 18 – 60 <input type="checkbox"/>	Child aged 0 – 18 <input type="checkbox"/>	Adult over 60 <input type="checkbox"/>
_____	Adult aged 18 – 60 <input type="checkbox"/>	Child aged 0 – 18 <input type="checkbox"/>	Adult over 60 <input type="checkbox"/>
_____	Adult aged 18 – 60 <input type="checkbox"/>	Child aged 0 – 18 <input type="checkbox"/>	Adult over 60 <input type="checkbox"/>
_____	Adult aged 18 – 60 <input type="checkbox"/>	Child aged 0 – 18 <input type="checkbox"/>	Adult over 60 <input type="checkbox"/>
_____	Adult aged 18 – 60 <input type="checkbox"/>	Child aged 0 – 18 <input type="checkbox"/>	Adult over 60 <input type="checkbox"/>
_____	Adult aged 18 – 60 <input type="checkbox"/>	Child aged 0 – 18 <input type="checkbox"/>	Adult over 60 <input type="checkbox"/>

For additional household members attach another sheet

Part 2 Reception and Placement Information

Reception and Placement Period from ____/____/____ to ____/____/____

☐ Free Case

☐ Family Reunification, _____

Anchor Relative Name

☐ Not Applicable, Asylee, victim of trafficking, or person who applies for services after the R&P period, example, secondary migrant

Note: The contractor's Reception and Placement Program file and records become a part of this CRP.

Part 3 Matching Grant Program Information

Matching Grant Program Period from ____/____/____ to ____/____/____

☐ Not Assigned to Matching Grant

☐ Assigned to Matching Grant and later reassigned to another program

Note: Matching Grant client demographic information must be entered into the *Virginia Newcomer Information System* (VNIS) for each household member.

Note: The contractor's Matching Grant Program file and records become a part of this CRP.

Complete Part 4 for each employable household member

The Individual Employment Plan (IEP) contains (i) an assessment of the refugee's employability and (ii) the refugees' short term and long term employment goals.

For Matching Grant clients, the Matching Grant Program Individual Employment Plan may be used in lieu of Part 4 as long as the MG-IEP addresses the factors included in this document.

Refugee LAST Name	First Name
Name of Person Conducting Initial Assessment	Date of Initial Interview

Initial Employability Assessment	
Educational Background <ul style="list-style-type: none"> ▪ Last Grade Completed ▪ Functional level if known 	
Employment History (previous employer, job title, pay, reasons for leaving)	
Work experience	
Marketable skills (If testing was used to make this assessment, list test used.)	
English language proficiency <ul style="list-style-type: none"> ▪ Speaking ▪ Writing ▪ Reading (If testing was used to make this assessment, list test used.)	

Plan Development

Employment long term goal stated by the client: _____

Immediate practicable employment goals recommended by the contract agency:

1. _____
2. _____
3. _____

Hourly wage the client can expect initially \$ _____
Hourly wage the client can expect with experience and training \$ _____

Action Steps

**Fill in those items that are appropriate for this client.
Complete for both short term and long term employment goals.
Update as long term and short term goals are met or as changes in plan occur.**

EMPLOYMENT SERVICES

Pre-employment counseling

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Job development and job referral

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Job Search by Client

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Workplace Orientation

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Part 4 Individual Employment Plan (IEP), Page Three

On the Job Training

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Apprenticeship

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Skills Certification

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Aptitude assessment

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Employment Skills Testing

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Other Employment Service

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

ENGLISH LANGUAGE TRAINING

English Language Proficiency, Speaking

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

English Language Proficiency, Writing

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

English Language Proficiency, Reading

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

EMPLOYMENT SUPPORT SERVICES**Vocational or Career Training**

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Transportation

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Child Care or Elder Care

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Health

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Translation or Interpretation

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

PROGRESS REVIEWS

The agency case work staff initially will review the ONS-CRP with the client or other adult family member every 30 days for six months after entering the service provider's caseload.

JOB FOLLOW-UP

If you get a job the agency will conduct job follow-up interviews 30 days, 60 days, and 90 days from the date you get the job. These follow-up interviews will be to ask how you are doing in your job and to determine if there is anything the agency can do to help you to stay employed, get promoted, change careers, and/or increase income.

Part 5 Family Member Adjustment Plan (FMAP), Page One

The *Family Member Adjustment Member Plan* contains (i) an assessment of the refugee's needs and (ii) the refugees' short term and long term goals.

- Complete Part 5 for each household member aged 0 to 18 and over the age of 60
- For family members aged 0 – 18, this is completed with a parent or other adult household member
- For family members over the age of 60, this is completed with that individual

For Matching Grant clients, the Matching Grant Program file and records may be used in lieu of Part 5.

Refugee LAST Name	First Name
Name of Person Conducting Initial Assessment	Date of Initial Interview

	Not Applicable	Initial Assessment
Education <ul style="list-style-type: none">▪ Last Grade Completed▪ Functional level if known		
Employment history, and work experience, and marketable skills		
Health Issues		
Housing		
English language proficiency <ul style="list-style-type: none">▪ Speaking▪ Writing▪ Reading (If testing was used to make this assessment, list test used.)		

Plan Development

Long term goal _____

Immediate practicable goals recommended by the contract agency:

1. _____
2. _____
3. _____

Action Steps

Fill in those items that are appropriate for this client.

Complete for both short term and long term goals.

Update as long term and short term goals are met or as changes in plan occur.

NEEDS

Education

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Health

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Transportation: specify public, private, or other

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Child Care

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Elder Care

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Housing: Specify own, rent, or other

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Translation or Interpretation

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Part 5 Family Member Adjustment Plan (FMAP), Page Three

Employment

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Vocational or Career Training

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Other

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

ENGLISH LANGUAGE TRAINING

English Language Proficiency, Speaking

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

English Language Proficiency, Writing

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

English Language Proficiency, Reading

- | | Needed Action | Expected Completion Date |
|----|---------------|--------------------------|
| 1. | _____ | _____ |
| 2. | _____ | _____ |

Part 6 Signatures

I participated in the development of this document and understand that the agency wants to help me resettle in Virginia and eventually become a U.S. citizen and that I should call the agency when I need help.

Primary Applicant of Head of Household

Date

I certify that this plan was completed in cooperation with the primary applicant and other adult family members, as applicable.

Agency Case Worker

Date

Part 7 Progress Review Notes

Print or reproduce as many of these pages as needed

Family Member Name _____ (date)

Update Notes:

Family Member Name _____ (date)

Update Notes:

Family Member Name _____ (date)

Update Notes:

VIRGINIA REFUGEE RESETTLEMENT PROGRAM MODEL

Virginia's model of refugee resettlement originates from the purpose of the refugee resettlement program at the federal level, namely, promoting effective resettlement through attaining self-sufficiency at the earliest time possible. It was developed by the Office of Newcomer Services in consultation with state level staff and representatives from private resettlement agencies and ethnic organizations, and is based on the following principles:

- Long-term public assistance utilization is not an acceptable way of life in America and is therefore not a resettlement option.
- A refugee's early employment promotes his/her earliest economic self sufficiency.
- Refugee resettlement involves many services which may be provided concurrently, progressively, and/or successively, but always in such a way that they constitute a continuum of services beginning with the voluntary agency (VOLAG) at arrival in the U.S. and continuing through self-sufficiency leading to citizenship.
- Self-reliance and a sense of personal responsibility must be integrated into the ONS Comprehensive Resettlement Plan (CRP) or a comparable alternative.
- Coalitions and linkages of service providers, where appropriate, to ensure strong public/private partnerships.
- Service providers must work in coordination with other agencies to maximize community resources and to create a seamless service delivery system.
- Services must be sensitive to cultural issues and must be implemented by staff that mirror the population served.
- Mutual assistance associations, which are incorporated organizations to address the social service needs of a specific refugee and/or ethnic population, bring unique strengths and cultural knowledge to the resettlement process.
- There must be barrier-free access to programs, activities, services, and entitlements that include language provision for all refugees.

ONS promotes a service model based on the belief that refugees are best served by a community-based system of care that is comprehensive, coordinated, and responsive to the strengths and needs of refugees and their families. Subsequently, these services must be:

- 1. Case Managed and Family Based**
- 2. Culturally and Linguistically Compatible**
- 3. Focused on Employment with Concurrent ESL/Supportive Services**
- 4. Provided Through Coalitions and/or Partnerships**
- 5. Work to Educate the Community and to Provide Outreach**
- 6. Utilize Volunteers and Mentors**

GENERAL TERMS AND CONDITIONS

- A. **VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia *Vendors Manual* and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The procedure for filing contractual claims is in section 7.19 of the *Vendors Manual*. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at www.dgs.state.va.us/dps under "Manuals."
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (*Code of Virginia*, § 2.2-4366). ADR procedures are described in Chapter 9 of the *Vendors Manual*. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1E).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
 2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. **ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By submitting their proposals, offerors certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.
- F. **DEBARMENT STATUS:** By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

- G. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. **MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS:** Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
- I. **CLARIFICATION OF TERMS:** If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
- J. **PAYMENT:**
1. **To Prime Contractor:**
 - a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
 - b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
 - c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
 - d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
 - e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia, § 2.2-4363*).
 2. **To Subcontractors:**
 - a. A contractor awarded a contract under this solicitation is hereby obligated:
 - (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
 - (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
 - b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor

performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

- K. **PRECEDENCE OF TERMS:** The following General Terms and Conditions *VENDORS MANUAL*, APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTITRUST, MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. **QUALIFICATIONS OF OFFERORS:** The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. **TESTING AND INSPECTION:** The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia *Vendors Manual*. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.
- P. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

- Q. **INSURANCE:** By signing and submitting a bid or proposal under this solicitation, offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the contract shall be in noncompliance with the contract.
 2. Employer's Liability - \$100,000.
 3. Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.
 4. Automobile Liability - \$1,000,000 per occurrence. (Only used if motor vehicle is to be used in the contract.)
- R. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract over \$50,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site (www.eva.state.va.us) for a minimum of 10 days.
- S. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.
- T. **NONDISCRIMINATION OF CONTRACTORS:** A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- U. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

Special Terms and Conditions

1. AUDIT: The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
2. SMOKE FREE ENVIRONMENT: By signing this contract, the Contractor certifies to the Commonwealth that they will comply with the requirements of Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), which requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provisions of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor agrees that it will require the language of this certification be included in any sub awards (subcontracts or purchase orders), which contain provisions for children's services so that the provisions will be binding upon each subcontractor or vendor.
3. MINORITY/WOMEN OWNED BUSINESSES SUBCONTRACTING AND REPORTING: Where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the Contractor is encouraged to offer such business to minority and/or women owned business. Names of firms may be available from the Commonwealth and/or from the Division of Purchases and Supply. When such business has been subcontracted to these firms and upon completion of the contract, the Contractor agrees to furnish the purchasing office the following information: name of firm, phone number, total dollar amount subcontracted, and type of product/service provided.
4. MANDATORY PRE-PROPOSAL CONFERENCE: A mandatory pre-proposal conference will be held as indicated on the cover page of this Request for Proposals Proposal announcement. The purpose of such a conference would be to allow offerors an opportunity to present questions and obtain clarification about any part of this solicitation. **Attendance at the mandatory pre-proposal conference is a prerequisite to submitting a proposal.** Any changes resulting from such a conference would be issued in a written addendum to the solicitation.
5. PRIME SUBGRANTEE RESPONSIBILITIES The Sub-grantee shall be responsible for completely supervising and directing the work under this award and all subcontractors that he/she may utilize, using his best skill and attention. Subcontractors who perform work under this sub-grant shall be responsible to the prime Sub-grantee. The Sub-grantee agrees that it is as fully responsible for the acts and omissions of its subcontractors and of persons employed by them as it is for the acts and omissions of its own employees.
6. CANCELLATION OF CONTRACT: The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 30 days written notice to the contractor.
7. RENEWAL OF CONTRACT This contract may be renewed by the Commonwealth upon written agreement of both parties for four (4) successive one (1) year periods, under the terms of the original contract, and at a reasonable time prior to the expiration.
8. CONTRACTOR AS INDEPENDENT CONTRACTOR During the performance of this contract, the Contractor shall be regarded as an independent contractor and not as an agent or employee of the Commonwealth of Virginia or the Commonwealth. The Contractor shall be responsible for all its own insurance and federal, state, local, and social security taxes.
9. SUB-CONTRACTS No portion of the work shall be subcontracted without prior written consent of the Commonwealth. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the Commonwealth the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
10. EQUIPMENT Total requests for equipment costs in excess of \$1000 need prior approval from the State Refugee Coordinator. Requests for reimbursement for the purchase of new equipment must be

11. OBLIGATION OF OFFEROR By submitting a proposal, the offeror covenants and agrees that the offeror has satisfied itself, from its own investigation of the conditions to be met, that the offeror fully understands its obligation and that it will not make any claim for or have right to cancellation or relief from the contract because of any misunderstanding or lack of information.
12. IDENTIFICATION OF PROPOSAL ENVELOPE: If a special envelope is not furnished, or if return in the special envelope is not possible, the signed proposal should be returned in a separate envelope or package, sealed and identified as follows:

If a bid/proposal not contained in the special envelope is mailed, the offeror takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

Linda Allen, ONS Fiscal Officer
Virginia Department of Social Services
Office of Newcomer Services
7 North Eighth Street – 3rd Floor
Richmond, VA 23219-3301

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- 14.1 Inform the media contact that it (the Contractor) is under contract with ONS to provide refugee resettlement services
- 14.2 Inform ONS within one hour, if feasible, or by 9:00 a.m. of the following business day that the contractor has been contacted by and/or provided information to the media
- 14.3 Inform ONS of any public resettlement-related event, program (includes television and radio shows and webcasts), workshop, and/or visitation where the Contractor is a host/sponsor, representative, partner and/or participant

14. DIFFICULT CASE PROTOCOL

Each refugee resettlement service provider under contract with the Office of Newcomer Services, Virginia Department of Social Services, must make an assurance to follow a protocol that addresses difficult and non-typical resettlement cases, that is, those cases in which the following occur:

- 1. A client is disruptive and non-compliant beyond reasonable expectations;
- 2. A client threatens the safety and well-being of any person charged with providing services or assisting the client; and/or
- 3. A client's medical condition or behavior is such that it could lead to or present an immediate threat or danger to community

The Virginia Office of Newcomer Services State Refugee Coordinator must be notified by telephone at the earliest possible determination of case difficulty.

Subsequently, the service provided must forward to the Senior Contract Specialist the following information:

- 1. Identification of client(s), including name(s), alien number(s) and address
- 2. Assurance that client's(s)' confidentiality will be maintained
- 3. Description of the problem and/or incident with brief summary notes that includes events and dates
- 4. Intervention strategy(ies) that have been used to resolve the problem or incident including utilization of the existing network of service providers (by name) and other community partners (by name) in its resolution.

This protocol is to be in place by October 1, 2007.

- 15. OFFEROR PERFORMANCE: The purchasing agency may monitor and evaluate the contractor's performance through analysis of required reports, expenditure statements, site visits, interviews with or surveys of relevant agencies/ organizations and individuals having knowledge of the contractor's services or operations, audit reports, and other mechanisms deemed appropriate by the purchasing agency. Performance under this contract shall be a primary consideration for renewal of this contract and may be a consideration in future contract awards and negotiations.
- 16. CONFIDENTIALITY: Any information obtained by the offeror concerning recipients of services under this agreement shall be treated as confidential in accordance with relevant provisions of State and federal law.
- 17. OWNERSHIP OF MATERIAL: Ownership of all data, material and documentation originated and prepared for VDSS pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.
 - Any reports, studies, photographs, negatives, films, videos, or other documents prepared by the sub-grantee in the performance of its obligations under this sub-grant shall be the exclusive property of VDSS and all such materials shall be remitted to VDSS upon completion, termination or cancellation of this sub-grant. The offeror shall not use, willingly allow or cause to have such materials used for any purpose other than performance of the sub-grantee's obligations under this sub-grant without the prior written consent of the purchasing agency.

- Any materials produced under this sub-grant must bear a statement that the project was supported by the purchasing agency and identify the title of the funding source. The sub-grantee agrees that any publication (written, visual, or sound, but excluding press releases newsletters, and issue analyses) issued by the sub-grantee or by any sub-grantee describing programs or projects funded in-whole or in-part with Federal Funds, shall contain the following statement:

This project was supported by Department of Social Services (VDSS) RFP# CVS-07-068, with funds made available to Virginia from the Office of Refugee Resettlement /U.S. Department of Health and Human Services.

Points of view or opinions contained within this document are those of the author and do not necessarily represent the official position or policies of VDSS or the U.S. Department of Justice/U.S. Department of Health and Human Services.

The offeror also agrees that one copy of any such publication will be submitted to VDSS to be placed on file and distributed as appropriate to other potential offerors or interested parties. VDSS may waive the requirement for submission of any specific publication upon submission of a request providing justification from the offeror.

18. **FISCAL ADMINISTRATION:** These funds are not intended to supplant existing resources or to duplicate existing funds. It is expected that this source of revenue will encourage and stimulate contributions from other public and private sources.

- A Statement of Award/Acceptance will be signed between the Virginia Department of Social Services and the local administrator of the applying agency upon award. Upon approval of the contract, the contractor will be reimbursed for expenses on a monthly, basis according to the terms of the contract. Therefore, the offeror agency must be prepared to pay expenses as they are incurred and then submit expenditure statements/request for funds on a monthly basis to the Department of Social Services for reimbursement. The contractor should allow 30 days from the time expenditure statements/request for funds are received by the Department until reimbursement is received. If errors are found in the expenditure statements, the 30 days will be from the date errors are corrected.
- Payments will be made via direct deposit (electronic data interchange – EDI). Upon award, sub-grantees must complete the Vendor Electronic Payment Information Form and the EDI Payment Agreement for Vendors. These can be found at www.doa.state.va.us.
- The contractor will be required to maintain adequate accounting records to support all requests for reimbursement. These records shall be available for review by the State.

19. **COMPENSATION:** to the contractor for delivered services will be as follows:

- The contractor shall be paid on a cost reimbursable basis.
- Actual expenditures shall be invoiced pursuant to approved line item budget categories.
- No amendments to the approved budget may be made without the prior written approval of the Department of Social Services. Budget amendments must be requested using the Budget Amendment Request form accompanied by a narrative. No budget amendments will be allowed after August 1 of the contract period.
- All revenue from the sale of products derived through activities performed pursuant to this sub-grant shall be reported to the purchasing agency and may be applied as an adjustment to defray costs for the purchasing agency.
- The invoice period shall be monthly. The contractor shall invoice the purchasing agency each month on forms supplied by the purchasing agency and shall submit an expenditure statement/request for funds and financial report showing no services delivered if that is the case in any invoice period. The purchasing agency shall not be obligated to pay for services when the sub-grantee fails to submit monthly expenditure statements/request for funds and a financial report for such services within thirty (30) calendar days after the close of the month in which services were delivered. Expenditure statements/request for funds which are valid and correct shall be processed and paid no later than thirty (30) calendar days after receipt of the expenditure statement/request for funds.

- Payments will be made via direct deposit (electronic data interchange – EDI). Contractors must complete the Vendor Electronic Payment Information Form and the EDI Payment Agreement for Vendors.
- If the contractor fails to correctly provide any services and/or reports as specified in the terms and conditions of the contract, and in the time period specified, the purchasing agency may withhold payment of expenditure statements/request for funds until said services and/or reports are provided. All services provided by the contractor pursuant to this contract shall be performed to the satisfaction of the purchasing agency, and in accord with applicable federal, State and local laws, ordinances, rules and regulations. The contractor shall not receive payment for work found by the purchasing agency to be unsatisfactory, or performed in violation of federal, State or local laws, ordinances, rule or regulations.
- The contractor shall be required to maintain accounting records to support all requests for reimbursement. These records shall be available for review by the State. Expenditures will be monitored by the Department of Social Services.

20. ATTENDANCE

Directors of agencies/programs having contracts with the Department of Social Services assure that they will participate in regularly scheduled meetings of refugee service providers with the State Refugee Coordinator. Attendance at such meetings will be mandatory. Three excused absences are permitted within a contract period. If allowable absences are exceeded, this will result in the review of the contract and may result in the termination of the contract.

PROGRAM ASSURANCES STATEMENT

In contracting with the Office of Newcomer Services, Virginia Department of Social Services, my organization assures that:

- A. The primary service goal will be to enable refugees to obtain employment as quickly as possible after enrolling in Refugee Social Services or the Targeted Assistance Program.

My organization assures that to perform the primary service goal stated in **Item B** it agrees to:

1. Develop the ONS Comprehensive Resettlement Plan (CRP) or a **comparable** alternative for arriving refugees (includes all eligible populations) and/or all members of the refugee family, if it proposes to provide refugee resettlement services under the Refugee Social Services (RSS) and TAP sections of this RFP.
 2. Accept that comprehensive resettlement includes Reception and Placement (R&P) and Matching Grant (MG) case activities for RSS and TAP clients. The Contractor agrees that ONS must have ready access to R&P and MG case files.
 3. Keep, in the client's case file, proof in the form of documentation issued by the appropriate federal agency that verifies one of the eligibility statuses listed in **Section 3.1 – Eligible Populations to be Served**. Such documentation would include: a copy of the client's I-94, I-551/I-551B, asylum letter, and/or victim of trafficking certification.
- B. Provide services that are culturally and linguistically compatible with each refugee client's language and cultural background, and sensitive to gender issues.
- C. Make available to refugee women the same opportunities given to refugee men to participate in all appropriate services, including job placement and to include the use of bilingual/bicultural women on staff to ensure adequate service access by refugee women and cultural sensitivity
- D. Provide accurate information on refugees that are enrolled in TANF and RCA, and to adhere to a mechanism to ensure that, as a condition of eligibility, employable refugee adults who apply for refugee cash assistance are informed that they must register for work with an appropriate employment services agency, and will ensure that the individual is informed that he/she must participate in an employment service within 30 days after receipt of aid.
- E. Make available and offer English language instruction concurrent with employment or employment support services, and offered at times and places accessible by the refugee.
- F. Cooperate with ONS when it conducts program reviews and evaluations which can occur at any time.
- G. Provide written notice within 30 days of any changes in the program staff as outlined in the project narrative, and include a revised position description if applicable. This notice must be sent to the Senior Contract Specialist.
- H. Provide services under the Virginia Refugee Resettlement Program without charging a fee for providing the services outlined in the contract documents or use income to determine eligibility.
- I. To strengthen communication and cooperation with the Office of Newcomer Services to provide comprehensive and integrative resettlement services and to provide continuous program improvement by the doing the following:
1. Conduct quarterly consultations with representatives of local affiliates of voluntary resettlement agencies, local community service agencies, local governments, and other

agencies that serve refugees to plan and coordinate the appropriate placement of refugees in advance of the refugees' arrival.

2. Inform the State Refugee Coordinator at the moment a Contractor has any evidence – regardless of its significance – that a resettlement case is not progressing or conforming to basic program expectations.
 3. Participate in a mid-year and annual program review to evaluate the agency's service delivery and progress toward outcomes.
 4. Conduct on-going planning to ensure program flexibility and agency responsiveness to changes that impact refugee resettlement programs and services.
 5. Provide ONS with the method and information by which ONS can make contact with an authorized agency representative at any time.
 6. Adhere to the *Communication Protocol* set forth in Section 13 in "**Special Terms and Conditions**".
 7. Adhere to the *Difficult Case Protocol* set forth in Section 14 in "**Special Terms and Conditions**".
- J. My organization agrees to be an active participant in the Virginia Newcomer Information System (VNIS) database, and, as such, to do the following:
- a. Have or develop the staff and computer system capability and resources to participate in the VNIS statewide network.
 - b. Designate one staff person that will have VNIS responsibilities and be the VNIS point of contact for ONS.
 - c. Participate in VNIS User training and/or User Group.
 - d. Cooperate with ONS and participate in trainings, system upgrades, and VNIS maintenance.
 - e. Adhere to all ONS reporting requirements.
 - f. Adhere to all VDSS Security and User requirements.

ASSURANCES - NON-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.

**PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET.
SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.**

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require offerors to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.
7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction sub-agreements.
10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

FEDERAL CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Certification Regarding Drug-Free Workplace Requirements

The grantee certifies that it will or will continue to provide a drug-free workplace by:

- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- (b) Establishing an ongoing drug-free awareness program to inform employees about --
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted --
 - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

Assurances and Certifications

ASSURANCE SIGNATURE

NOTE: Sign this form and include in the Proposal.

Date: _____

Organization Name: _____

Program Name: _____

Name (print) of Authorized Representative: _____

Title of Authorized Representative: _____

Signature: _____

SIGNATURE: By signing this **assurances page**, you certify that you agree to perform all actions and support all intentions in the Assurances section.

Certification Signature

NOTE: Sign this form and include in the Proposal.

Date: _____

Organization Name: _____

Program Name: _____

Name (print) of Authorized Representative: _____

Title of Authorized Representative: _____

Signature: _____

SIGNATURE: By signing this Certification page, you certify that you agree to perform all actions and support all intentions in the Certification sections of this Proposal.

The three Certifications are:

1. Certification: Lobbying Activities
2. Certification: Compliance with the Lobbying Disclosure Act of 1995
3. Certification: Drug-Free Workplace

W-9 REQUEST FOR TAXPAYER IDENTIFICATION NUMBER (S) AND CERTIFICATION

Each person or organization doing business with the Commonwealth of Virginia must provide the following information. Please return this form in the enclosed envelope.

ORGANIZATION ENTITY: Original Submission

Please provide reportable name where applicable. Additional Address or Address Correction

Check Only One:

☐ Individual Sole Proprietor Corporation

☐ Partnership Governmental Trust

☐ Estate Other (Please Describe) _____

Social Security Number Employer Identification Number

_____ and/or _____

ENTER THE FOLLOWING:

Legal Name

(Must match the Social Security Number, if applicable)

Trade Name

(Must match the Employer Identification Number, if applicable)

Payment Address: _____ IRS 1099 Form _____

Mailing Address: _____

DUNS # _____

Contact Person: _____ Phone Number: (____) _____ - _____

Please respond to the following:

Are you a United States citizen? Yes No

Is your organization tax exempt? Yes No

Are you a Real Estate Agent? Yes No

Are you a Minority-owned business? Yes No

Are you a Woman-owned business? Yes No

Are you a Small business? Yes No

Are you a Faith-Based Organization? Yes No

If you are a Minority-owned business, please indicate the type of Minority:

☐ African American ☐ Hispanic American ☐ Native American

☐ Asian-Pacific American ☐ Sub-Continent Asian American ☐ Other Minority

☐ Are you registered with the Department of Minority Business Enterprise? Yes No

If yes, enter certificate number: _____

Government Agencies, please respond to the following:

Are you (Please check one): ☐ Federal ☐ State ☐ Local

If you are considered Local, what is your FIPS code? _____

Certification: Under penalties of perjury, I certify that:

1. The number(s) shown on this form is my correct taxpayer identification number(s) (or I am waiting for a number to be issued to me).

2. The organization entity and all other information provided is accurate.

3. I am not subject to backup withholding either because I have not been notified that I am subject to backup withholding because of a failure to report all interest or dividends, or the Internal Revenue Service has notified me that I am no longer subject to backup withholding.

4. I am a U.S. person (including a U.S. resident alien).

(You must cross out item (3) above if you have been notified by the IRS that you are currently subject to backup withholding because of underreporting interest or dividends on your tax return.)

Signature _____ Date _____

Service Components

1. Case Management Services

Contractors must use the ONS Comprehensive Resettlement Plan (ONS-CRP) or a **comparable** alternative. The entire ONS-CRP should be re-assessed after 12 months and, if the refugee or household has not achieved self-sufficiency, a new CRP should be developed with specialized, intensive services that ensure economic independence and family stability.

All case management must be carried out in accordance with the portion of Title VI of the Civil Rights Act that pertains to persons of limited English proficiency.

Resettlement agencies are mandated to have bi-cultural and bi-lingual staffs that mirror those of the population served. Contractors will provide needed language capacity to ensure that no refugee will be denied access to programs, activities, services, and entitlements through lack of understanding or misinformation due to limited English proficiency. Contractors must have a plan in place for securing interpreters of languages not represented on staff.

Comprehensive case management demands a team approach. The ONS-CRP must reflect coordination of needed services and the interaction of agency staff that must manage and support service delivery for clients.

2. Employment Services

Employment services must begin immediately after the refugee family's needs have been assessed and documented in the ONS-CRP. Employment services are designed to assist a refugee in obtaining a job that uses the refugee's skills, if possible, has durability, offers health insurance, provides an acceptable level of income in the context of the family's needs, and leads ultimately to the earliest possible economic self-sufficiency.

In instances in which refugees are TANF recipients, cooperation and coordination between local departments of social services and refugee service providers are keys to seamless and effective employment and support services to the refugee family. All contractors must be able to provide accurate TANF data to ONS and recorded in the Virginia Newcomer Information System (VNIS).

Employment services must be linguistically and culturally appropriate in all phases, including assessment of the employment options for refugee families, teaching job search and retention skills, and marketing the refugee's skills.

Employment services include:

- Orientation to the American workplace
- Counseling in job-seeking methods such as preparing a resume or job application
- Training on interviewing techniques
- Providing information on employer benefits
- Assisting the refugee in developing a job search plan
- Referring the refugee to prospective employers

Service providers may secure vocational or occupational skills training, including vocational English language training, or bona fide skills re-certification that provide a refugee with the technical skills and knowledge needed for employment in a specific occupation.

Comprehensive resettlement requires that service providers reach into the community to provide employer training on cross-cultural differences, promote the strengths of refugees as employees, and advocate for job opportunities that match the skills and abilities of refugee clients. Networking with trade groups and employer associations within the community is a means to keep abreast of the local labor market; tie in to employment resources, training, and employment opportunities; and foster visibility for the refugee resettlement programs.

3. English Language Assessment

Contractors must administer an English language fluency assessment test each refugee eligible prior to enrollment into English language training. This test must be comprehensive enough to allow the Contractor enough information to accurately determine the refugee's level of English fluency. Contractors must provide and will be measured on the provision of English language training (ELT) as part of Employment Services. Contractors must utilize a broad spectrum of English language training options that includes:

- well-established adult education programs
- computer assisted English, on-site neighborhood training
- one-on-one tutors
- work site training
- volunteer/mentor teachers

4. Employment Support Services

Contractors must provide support services designed to assist refugees in overcoming barriers to self-sufficiency. Activities may include:

- Transportation
- Interpretation/Translation
- Health-related
- Child care
- Home management

Service providers must demonstrate external linkages and make use of existing community services in order to provide the necessary support and address refugees' multiple needs. Types of services include:

- Housing assistance
- Mental health services
- Immigration services
- Legal aid

5. Education, Outreach, and Resource Sharing

Contractors must demonstrate in the ONS-CRP that education, outreach, and resource sharing are viewed as essential ingredients in refugee resettlement and should always be part of comprehensive resettlement.

This category of service includes recruiting and training volunteers and the design of volunteer initiatives to provide refugees and their families with cross-cultural and moral support, encouragement in achieving resettlement goals, companionship for homebound women, and/or other needed support. ONS strongly recommends that volunteers receive extensive training, operate under agreements or contracts, be supervised by a case manager or other salaried employee, and that they receive periodic evaluations and guidance.

Employment Service Activities

Job Development includes activities conducted on behalf of a particular refugee that are designed to locate suitable job openings for the individual and/or market the individual to employers. Activities also expand the number of potential employers for placements of refugees in full-time and part-time employment.

Examples of job development activities might include resume writing, labor market analysis, and employer and client training on cross cultural differences on the job. After placement, an essential activity is an employer contact to assess employer satisfaction with refugee employees and to determine if additional assistance from the provider agency would improve employer satisfaction.

Job Search is a supervised process that teaches job seeking skills and techniques and requires participants to actively seek employment.

Examples of job search activities might include assistance in identifying types of employment to target and employers to contact, assistance in completion of job applications, job interview skills training, and arrangement of transportation to interviews.

Job Referral is the act of bringing to the attention of an employer a participant who needs a job and/or informing the participant of a suitable opening with the employer. A job referral should provide complete information to the refugee about the job, including the type of work, wage, benefits, hours per week, and other requirements.

Job Placement is an unduplicated placement in an unsubsidized job as a result of either: 1) a documented referral by the service provider made on behalf of an individual to the employer (direct agency placement), or 2) a specific employment service provided by the service provider, but for which no specific documented referral was made to the employer by the service provider (obtained placement).

Job Follow-up Services are services to each refugee placed in employment and are designed to ensure employment retention.

Job Clubs or Workshops are usually designed as a support activity for persons who need the guidance of a workshop leader to improve job-seeking skills. Workshop provide activities such as preparing job applications, resume writing, job seeking methods, interviewing techniques and other related job seeking skills.

Employment Counseling is the process of assisting participating refugees in assessing their needs and potential, and helping participants with a variety of individual problems which may be a hindrance to achieving and maintaining employment.

Orientation to World of Work is the provision of employment-specific information and cross-cultural work experiences to individual refugees or groups of refugees. Topics usually include: comparative work experiences, available employment services, finding a job and succeeding on the job. Orientation to World of Work must utilize a written orientation curriculum.

Job Upgrade services are provided for an employed individual and/or the employer of an individual with the result of the participant being raised to a higher rank within the company.

Vocational Skills Training is occupational training programs that provide a participant with technical skills and knowledge needed to employment in a specific occupation (may involve both classroom and actual work experience). An example of this training is driver education.

On-the-Job Training (OJT) is training, usually provided under contract by an employer that occurs while the participant is engaged in productive work that provides knowledge or skills essential to the full adequate performance of the job, and that is subsidized under a program grant. Work performed while under an OJT contract is not unsubsidized employment unless and until the individual is hired by the employer without any subsidy.

Translation and Interpretation

Translation and Interpreter Services are bilingual language activities provided to limited English speaking refugees to assist in the delivery of services, assisting in crisis situations, and promoting social adjustment, and ensuring job placement retention. Written translation of documents and forms critical to refugee services shall be provided.

The development of language banks in communities of high need which expands the number of qualified translators and interpreters and is representative of the native languages spoken in the community.

Employment Support Services Activities

Transportation Services are provided to transport individuals, when necessary, to activities included in the comprehensive resettlement plan. Individuals may also be transported to health-related appointments or to an emergency treatment facility.

Child Care Services may be provided when necessary for the refugee/family's participation in the resettlement plan. Direct and/or purchased services may be provided by approved child care providers who meet the Department's licensing standards.

Home Management Support is formal or informal instruction and consultation may be provided to individuals or families in the management of household budgets, home maintenance, billing and credit, nutrition, housing standards, tenant's rights, and other civic education. Additionally, activities should acquaint refugees with the legal responsibilities and rights of residency in the U.S. and Virginia, including the use of motor vehicles, contract and purchasing, domestic violence, and education. These services may be provided in individual counseling sessions, family sessions, group workshops and/or formal classes.

Terms and Definitions

Active Employment Services Caseload A RSS or TAP client is regularly and directly involved in planned employment activities based on the ONS-CRP and other Employment Service activities such as employment counseling, job club, job development, job upgrade, job search, and follow-up.

A client who meets any one of the criteria listed is considered to be an active employment services participant. A client would not be considered active in employment services when the client's primary activity is enrollment in vocational training, ESL training, or OJT.

Anchor Relative means the spouse, the parent of an unmarried child under 21, or the child -- of a person (i) admitted to the U.S. as a refugee or granted asylum, or (ii) a person who is a lawful permanent residents of the U. S. and was initially admitted to the U.S. as refugees or granted asylum.

Alien Any person who is not a citizen or a national of the U.S.

Asylum Protected status given to non-citizens who are in the U.S. or at a border who demonstrate that they qualify under the refugee definition. A person granted asylum is referred to as an "asylee," or more generally as a "refugee." Persons holding this status are eligible for refugee services.

Coalition For purposes of this RFP, ONS defines a coalition as: a relationship between two or more agencies with one agency clearly identified as the primary administrative and fiscal agent for the coalition, and characterized by: clearly defined and interrelated roles of each coalition member that delineate division of labor through management and staffing responsibilities; a joint planned approach to service delivery as reflected through the members' organizational structure and roles, administration, staffing, and communication; resources that are pooled, jointly secured, or shared in order to maximize service delivery, such as shared staffing, and co-location of resources.

Comprehensive Resettlement Plan (CRP) A plan required for all refugees receiving services from contract service providers that includes an assessment of the refugee's overall needs, interests and aptitudes, present abilities, previous education, work experiences, language ability and potential barriers to self-sufficiency. In addition, the plan includes service strategies to address needs and overcome barriers to the achievement to self-sufficiency including employment services, English language training, transitional cash and medical assistance, and other support services. Additionally, the CRP includes input from the refugee being served.

Cuban/Haitian Entrant Program A program created by Congress under Title V of the Refugee Education Assistance Act of 1980 that provides federal reimbursement to participating States for cash and medical assistance to Cuban and Haitian entrants under the same conditions and to the same extent as such assistance and services are made available to refugees. Cuban and Haitian nationals who are paroled into the U.S. or subject to exclusion or deportation proceedings, or applicants for asylum, are also considered entrants for the purposes of federal reimbursement.

Family Access to Medical Insurance Security Plan (FAMIS) The new health care program in Virginia that has replaced the Children's Medical Security Insurance Plan (CMSIP). Like CMSIP, FAMIS is designed to meet the health care needs of Virginia's uninsured children between the ages of 0 through 18 years, in working families that earn too much to qualify for Medicaid, but not enough to afford private health insurance. Some of the components of FAMIS are: a simplified eligibility process, a new benefits package with cost sharing, employee sponsored health insurance, and a centralized processing site. The Department of Medical Assistance Services (DMAS) administers the program.

Family Reunification Case means a refugee who arrives under the U.S. State Department Priority 3 admissions status. These are individuals who are nationals of specified countries and who are the spouses, unmarried children under 21, or parents of person admitted to the U.S. as refugees or granted asylum, or persons who are lawful permanent residents of U. S. and were initially admitted to the U.S. as refugees or granted asylum.

Family Unit means individual adult, married individuals without children, or parents or custodial relatives, with minor children who live in the same household.

Free Case means a refugee who arrived under a U.S. State Department Priority 1 or Priority 2 admissions status. These are individuals or groups with compelling protection needs or those for whom no other durable solution exists who are identified and referred to the program by UNHCR or a non-governmental organization.

Immigrant An alien who is lawfully granted the privilege of residing permanently in the U.S.

Matching Grant Program This program, funded by Congress since 1979, provides an alternative approach to State-administered resettlement assistance. ORR awards matching grants of up to \$2,000 per refugee to voluntary agencies, which agree to match the ORR grant with equivalent cash and in-kind contributions. The program's goal is to help refugees attain self-sufficiency within four months after arrival, without accessing public cash assistance.

Mutual Assistance Association (MAA) A refugee organization based upon the principle of self-help which is incorporated to address the social service needs of the refugee population out of which it evolved and to fill gaps in existing community services for the community it represents. The MAA serves as a bridge in promoting successful resettlement and acculturation in the American community. The composition of the organization or governing board is compromised of not less than 51% refugees or former refugees and includes both refugee men and women.

Non-citizen Any person who is not a citizen of the U.S., regardless of his/her specific immigration status.

Office of Refugee Resettlement (ORR) The agency within the federal Department of Health and Human Services responsible for refugee resettlement services throughout the United States. It is the source of the 100 percent federal funding to states for the Refugee Medical Assistance (RMA), Refugee Cash Assistance (RCA), Refugee Social Services (RSS), Matching Grant, Targeted Assistance, and Discretionary Grant programs.

Parolee An alien, appearing to be inadmissible to the inspecting officer, allowed into the United States for urgent humanitarian reasons or when that alien's entry is determined to be for significant public benefit. Parole does not constitute a formal admission to the United States and confers temporary status only, requiring parolees to leave when the conditions supporting their parole cease to exist (though some parolees may petition for and receive permanent resident status when a visa becomes available). For the purposes of the Refugee Resettlement Program, this usually refers to a Haitian or Cuban who has been paroled into the United States and/or granted parole status as a Cuban/Haitian Entrant.

Partnership A relationship between two or more organizations that demonstrates evidence of on-going and coordinated cooperation through reciprocal arrangements such as shared staffing and planning to maximize and/or share resources and to avoid duplication of services. Acceptable evidence are memoranda of understanding, service agreements, letters of support, and shared activities such as joint training.

Public assistance is the provision of cash assistance and/or medical assistance by a local department of social services to a person or family who applies for and is found eligible to receive such assistance. For purposes of determining that a refugee individual or family has been removed from public assistance, the term will also include food stamps, Aid to Families with Dependent Children and Medicaid.

Purchasing agent is the Virginia Office of Newcomer Services, Virginia Department of Social Services agency.

Refugee Cash Assistance (RCA) Special cash assistance for needy refugees who do not qualify for cash assistance under the TANF or Supplemental Security Income (SSI) programs. Refugee individuals or families must meet the income and resource eligibility standards applied to the TANF program. Currently RCA provides cash payments for a maximum of 8 months. The full cost of the RCA program is paid from federal funds.

Refugee Medical Assistance (RMA) Special medical assistance for needy refugees who do not qualify for Medicaid. Refugees who are eligible for RCA are also eligible for RMA. This assistance is provided in the same manner as Medicaid, but the federal government provides all funds. Program eligibility is restricted by a time limitation, which depends on the availability of appropriated funds. Refugees not receiving RCA may be eligible for RMA if their income is slightly above that required for cash assistance eligibility and if they incur medical expenses which bring their net income down to the Medicaid eligibility level.

Refugee Social Services (RSS) Services provided to refugees in order to assist in general adjustment and especially to promote rapid achievement of self-sufficiency. Priority services include English language training, employment counseling, job placement and vocational training. Other services include orientation, translation, social adjustment, transportation, and day care.

Secondary Migrant A refugee or entrant who moves into Virginia after initial resettlement in another state in the U.S.

Self-sufficiency A client is no longer receiving public assistance.

Service Contract Provider An agency or organization under contract with VDSS to provide specified services to refugees/entrants.

State Refugee Coordinator means the individual designated by the Governor or the appropriate legislative authority of the State to be responsible for, and who is authorized to, ensure coordination of public and private resources in refugee resettlement.

Targeted Assistance Program (TAP) This program funds employment and other services for refugees and entrants who reside in areas of high need. These areas are defined as counties or contiguous county areas where, because of factors such as unusually large refugee or entrant populations, high refugee or entrant concentrations in relation to the overall population, and high use of public assistance, there exists a need for supplementation of other available service resources to help the local refugee or entrant population obtain employment with less than one year's participation in the program.

Unaccompanied Minor A refugee/entrant child who arrives in the U.S. unaccompanied by a parent or other close adult relative and who will require foster care. The child is eligible to receive culturally and linguistically appropriate child welfare services.

Undocumented Alien (Illegal alien) A non-citizen residing in the U.S. who has violated his/her immigration status. The violation may be the result of an unauthorized entry into the U.S. or of behavior occurring after entry, such as staying beyond the authorized period, engaging in authorized employment or violating other provisions of the immigration laws.

Victim of Severe People Trafficking An individual who has received a letter of certification under the terms of the Victims of Severe Trafficking Act of 2000, and who is therefore eligible for services available to refugees for a period not to exceed 8 months.

Virginia Newcomer Information System (VNIS) A computer database that captures information (demographic, public assistance benefits, employment activities, support services, and training) on each refugee receiving services. The data collected is used to prepare required federal reports, assist the Office of Newcomer Services in the supervision and monitoring of contractors, and evaluate the effectiveness of the program.

Virginia Refugee Resettlement Program (VRRP) The term used to refer to the overall program of refugee services available in Virginia: cash and medical assistance, social services, TAP, and discretionary grants.

Voluntary Agency (VOLAG) One of the 10 national non-profit organizations (voluntary agencies) that enter into a cooperative agreement with the Bureau of Population, Refugees, and Migration of the Department of State to provide basic reception and placement services to refugees/entrants.

Voluntary Agency Affiliate A local branch of the national voluntary agency, which implements the provisions of the cooperative agreement within an established area.

Directions to Pre-Proposal Conference

**Virginia Department of Social Services
Office of Newcomer Services
7 North Eighth Street
Richmond, Virginia 23219-3301**

**Monday, July 23, 2007
Conference Room B – Vault Level
10:00 a.m.**

FROM I-95 NORTH

If you are driving South on Interstate 95, take Exit 75, bearing to the right in the direction of the Coliseum and 3rd Street signs. Turn left on Marshall Street to 8th Street, and turn right onto 8th Street. Take 8th Street past Broad Street (major intersection) and continue for 2 & one-half blocks, just past Franklin Street. The Virginia Department of Social Services is on the left halfway between Franklin and Main Streets.

FROM I-95 SOUTH

If you are driving North on Interstate 95, take Exit 74C to Broad Street West - Downtown. Turn left at the stop light on 8th Street and follow for 2 & one-half blocks, just past Franklin Street. The Virginia Department of Social Services is on the left halfway between Franklin and Main Streets.

FROM I-64 WEST

If you are driving East on Interstate 64, take Interstate 95 South (towards Williamsburg) and follow I-95 to Exit 75. Take Exit 75, bearing to the right in the direction of the Coliseum and 3rd Street signs. Turn left on Marshall Street to 8th Street, and turn right onto 8th Street. Take 8th Street past Broad Street (major intersection) and continue for 2 & one-half blocks, just past Franklin Street. The Virginia Department of Social Services is on the left halfway between Franklin and Main Streets.

FROM I-64 EAST

If you are driving West on Interstate 64, take the 5th Street/Coliseum Exit. You will be on 5th Street. Follow 5th Street to Broad Street, turn left on Broad Street. Turn right on 8th Street and follow for 2 & one-half blocks, just past Franklin Street. The Virginia Department of Social Services is on the left halfway between Franklin and Main Streets.